

Table 46 - Schedule of Service Delivery Standards

KZN432 - Schedule of Service Delivery Standards	
Description	
Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	once a week
Premise based removal (Business Frequency)	daily
Bulk Removal (Frequency)	once a week
Removal Bags provided(Yes/No)	YES
Garden refuse removal Included (Yes/No)	YES
Street Cleaning Frequency in CBD	daily
Street Cleaning Frequency in areas excluding CBD	daily
How soon are public areas cleaned after events (24hours/48hours/longer)	24 HOURS
Clearing of illegal dumping (24hours/48hours/longer)	24 HOURS
Recycling or environmentally friendly practices(Yes/No)	YES
Licenced landfill site(Yes/No)	transfer station
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	
Water Quality rating (Blue/Green/Brown/N0 drop)	
Frequency of meter reading? (per month, per year)	PER MONTH
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	
On average for how long does the municipality use estimates before	MONTH

reverting back to actual readings? (months)	
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>	
One service connection affected (number of hours)	
Up to 5 service connection affected (number of hours)	
Up to 20 service connection affected (number of hours)	
Feeder pipe larger than 800mm (number of hours)	
What is the average minimum water flow in your municipality?	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty water meters? (days)	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	
Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	
How much do you estimate is the cost saving in utilizing the ripple control system?	
What is the frequency of meters being read? (per month, per year)	
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	
Are accounts normally calculated on actual readings? (Yes/no)	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty meters? (days)	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	

How long does it take on average from completion to the first account being issued? (one month/three months or longer)	ONE MONTH
Do you have any special rating properties? (Yes/No)	NO
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	DECREASE
Are the financial statement outsourced? (Yes/No)	YES
Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 DAYS
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	YES
Administration	
Reaction time on enquiries and requests?	2 DAYS
Time to respond to a verbal customer enquiry or request? (working days)	1 DAY
Time to respond to a written customer enquiry or request? (working days)	2 DAYS
Time to resolve a customer enquiry or request? (working days)	2 DAYS
What percentage of calls are not answered? (5%,10% or more)	5
How long does it take to respond to voice mails? (hours)	2 hours
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	YES
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 DAY
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	weekly

Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	10 minutes
How long does it take to renew a vehicle license? (minutes)	3 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5 minutes
How long does it take to de-register a vehicle? (minutes)	5 minutes
How long does it take to renew a drivers license? (minutes)	3 minutes
What is the average reaction time of the fire service to an incident? (minutes)	20 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	2 hours
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	5 hours
Economic development	
How many economic development projects does the municipality drive?	4
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	1
What percentage of the projects have created sustainable job security?	-
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	NO
Other Service delivery and communication	
Is there an information package handed to the new customer? (Yes/No)	NO
Does the municipality have training or information sessions to inform the community? (Yes/No)	YES
Are customers treated in a professional and humanly manner? (Yes/No)	YES